



The Air University
eSchool of Graduate PME
Serving the World through Distance Learning

Air Command and Staff College
Distance Learning
Intermediate Developmental Education (IDE)
Version 6.0

Student Handbook

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The Air University
eSchool of Graduate Professional Military Education

Maxwell AFB, AL

<http://www.airuniversity.af.mil>

NOTE: Please review this handbook in its entirety. **Significant changes were made to 2.2.1 Course Enrollment, and to 2.2.2, Course Withdrawal.** This handbook will remain in effect until superseded. Check the MY CLASS tab or the SYLLABUS/POLICIES section of your course for updates or changes to this handbook.

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1. ABOUT THE PROGRAM

1.1. INTRODUCTION

Welcome to the ACSC Distance Learning 6.0 program! While a correspondence option has been available for ACSC for more than 65 years, the 6.0 version of the program, launched in 2012, leverages technology to provide enhanced learning opportunities through interaction with both high-quality simulations and experienced airpower leaders.

The current Distance Learning program consists of 12 courses (see Figure 1 below), administered through the Blackboard® learning management system (LMS). Of these, 8 are self-paced online courses, delivering readings, videos, and interactive content and validating student understanding using the tools of the LMS. The remaining 4 applied courses are instructor-led, and offer an opportunity to use and deepen the skills learned in the self-paced courses through interaction with peers and instructors.

ACSC DL 6.0 is a rigorous program and requires a significant investment of time and attention to complete. Although it is possible to complete all requirements in 7 months, this requires significant focus and flexibility on the part of the student.

1.2. PROGRAM FLOW

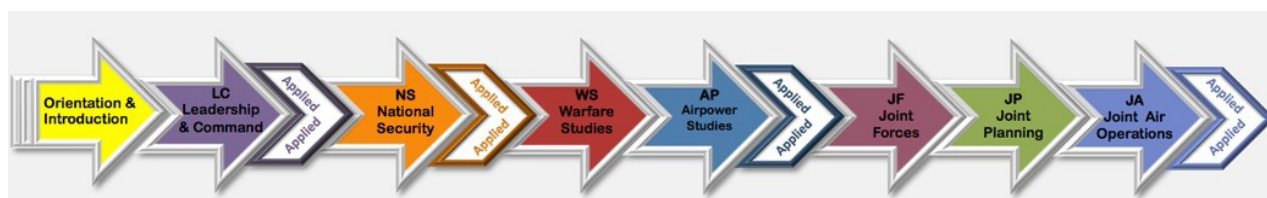


Figure 1.

1.2.1. COURSES

The program consists of 12 courses (see Figure 1 above). They are:

Orientation (ORIN): Students gain familiarity with the ACSC policies, the Blackboard® LMS, and develop critical thinking, cross-cultural competence, and writing skills.

Leadership and Command (LC): This course is centered on the concept that leadership and command abilities can be improved through self-assessment/reflection, dedicated study and adaptability, as the student prepares to assume the broader responsibilities of command. This course concludes with a progress check after submitting a written assignment (involving interaction with a senior mentor) into your ePortfolio. The written assignment is also turned in on the first day of Applied Leadership and Command.

Applied Leadership and Command (ALC) (2 weeks): This course requires students to reflect upon their personal leadership/command philosophy, learn from the experience of a senior mentor and peers, and apply what they have learned to complex, dynamic, and ambiguous situations. On the first day of class, students submit the written assignment completed in LC.

National Security (NS): During this course, students will participate in a virtual National Security Council environment and accomplish 4 missions that require a comprehensive analysis of the international environment and the development of recommendations

based on US policy, strategic/operational limitations and optimum integration of the Instruments of Power.

Applied National Security (ANS) (1 week): Students are assigned a question on which to write a 1,500-1,800-word essay analyzing factors surrounding the development and implementation of national security strategies in a complex dynamic international environment.

Warfare Studies (WS): This course introduces students to the canon of military theory, focusing on fundamental concepts such as the nature of war, levels of war, military strategy, operational art, civil-military relations, and “just war” theory.

Airpower Studies (AS): This course enhances students’ understanding of military theory by looking at the development of airpower technology, organizations, and strategies to the present time, with an eye to the future of airpower.

Applied Warfare (AW) (2 weeks): Students apply the concepts from WS and AS by analyzing past and current case studies with their classmates and instructor, and critically analyze a proposed future conflict scenario.

Joint Forces (JF): This course begins with an overview of the services and their individual doctrine and organization, then explores concepts central to bringing service forces together in the conduct of joint operations to include organizing principles, command relationships, joint force hierarchy, and support and interaction from external agencies.

Joint Planning (JP): Students gain familiarity with pertinent doctrine and the joint operation planning process, analyze the challenges joint force commanders face in attaining unified action, and examine ways in which operational art and design are applied to achieve objectives across the range of military operations.

Joint Air Operations (JA): This course introduces students to the people, processes, and products involved in planning, directing, and executing joint air operations in support of joint force commanders’ campaign plans.

Applied Joint Warfare (AJW) (3 weeks): This capstone course requires students to conduct research and to analyze compelling issues, challenges, and opportunities associated with the current and future employment of joint forces at the operational level of war, and analyze a previous joint operation for lessons learned.

1.2.2. SCHEDULING

All courses are taken sequentially. The **only** exception is that once a student signs up for an applied course, and is waiting to take that course, he or she may enroll in and begin work on the self-paced course which immediately follows that applied course in the sequence. However, the student will not be allowed to progress past the next immediate course until both courses are successfully completed and graded.

A student is allowed up to 4 months to complete each self-paced course. **Extensions are not granted for the self-paced courses.** Students who do not complete the course within 4 months will be removed from the course and be required to re-enroll through Air University Student Information System (AUSIS) at their convenience, and must re-take the entire course. **Students must complete these self-paced courses 24 hours prior to the course's expiration date as the system takes up to 24 hours to process updates.**

The ALC, AW, and AJW courses are offered monthly, and begin on the first Monday of the month. Students must sign up for these courses in AUSIS no later than 2 weeks prior to the course start date. ANS is offered each Monday, except for the last 2 weeks of the year, and students must sign up no later than 1 week prior to the start date. Instructors are allotted up to 10 calendar days to post final course grades once the course ends. Please note that grades and enrollments may take up to 24 hours to transmit between AUSIS and Blackboard®. NOTE: Students cannot enroll in the next course until their final grade transfers from Blackboard® to AUSIS.

Please reference the "Calendar of Applied courses for DL 6.0" posted on Blackboard, under "DL 6.0 Announcements".

Students should register and complete the Applied Leadership and Command course within 8 months after completing the self-paced Leadership and Command due to the dependencies between the courses.

2. STUDENT EXPECTATIONS

2.1. TECHNICAL REQUIREMENTS

2.1.1. COMPUTER SKILLS

Participants must possess at least an intermediate level of computing skills, including the ability to: organize and manage files and folders in the operating system of choice; receive and submit electronic course materials; use a word-processing program effectively; send and receive e-mail (including attachments); download and execute files from the Internet; install and update software and browser plug-ins; and interact with new graphical user interfaces.

2.1.2. HARDWARE/SOFTWARE

- A computer with MacOS 10.5 or later, or Windows 7 or later
- A high-speed internet connection
- A valid DoD-issued Common Access Card (CAC) and CAC reader are necessary to access AUSIS to enroll in the program and register for courses. Students can access all courses via blackboard on a personal computer (recommended) with your user name and password. The only thing student's need CAC access for is to apply/register.

-Use of a personal computer is highly recommended for completing this program. Due to the nature of the .mil firewalls, accessing Blackboard from a .mil computer/ domain is not always possible and/ or functionality can be lost.

- Blackboard® is a web-based program which requires a web browser to access. Blackboard® supports up-to-date versions of Internet Explorer for Windows, Apple Safari for Mac, and stable channel releases of Mozilla Firefox and Google Chrome on either Windows or Mac. Browsers must allow session cookies and Javascript for Blackboard® to function properly.

- Blackboard® must be accessed via <https://acsc.blackboard.com> to ensure proper functioning of exercises and recording of grades. Students cannot log in using previous Blackboard Logins.

Additionally, the following software programs or plug-ins are required for viewing some course content and the completion of assignments or assessments:

- Java Runtime Environment® version 6 or 7 (Java Plug-in for viewing various content)
- Flash Player® (version 11 recommended)(for animations and interactive content)
- QuickTime® (for viewing QuickTime® video)
- FLIP4MAC®(for MAC users to view Windows media files)
- Windows Media Player® (for streaming video or audio clips)
- Adobe Acrobat® Reader (for viewing and printing PDF files)
- Microsoft Office Suite® (viewers for MS Word®, MS PowerPoint®, MS Excel® files)

The web browser and associated plug-ins can be downloaded from the Internet without cost. MS Office Suite® programs may be available free for home use via the Microsoft® Home Use Program (HUP) (check with your organization's IT department for availability).

Again, students can access all courses via blackboard on a personal computer (recommended) with your user name and password.

2.2. ENROLLMENT/WITHDRAWAL

2.2.1. COURSE ENROLLMENT

- Students are not automatically enrolled in courses. Students are given the freedom to enroll in courses based upon their personal and professional schedules.
- Enrollment in self-paced courses is a 1-step process. Please review the Directions for Enrollment and Registration in DL 6.0 posted in the 'Announcements' on the AUSIS program homepage. Once you have enrolled in a self-paced course in AUSIS it can take up to 24 hours for the system to synch with Blackboard® to process the enrollment and display the course material in your account. Do not attempt to start a course until after 48 hours as the system needs that time to fully load. If you begin your course before 48 hours has elapsed you may lose your work.
- Enrollment in applied courses is a 2-step process. In AUSIS, you must first enroll in a course and then you **must** click on 'Select Group' to select the date that you want to attend. If you do not select a group, you will not be placed into a course. Please review the Directions for Enrollment and Registration in DL 6.0 posted in the 'Announcements' on the program homepage.
- Enrollment must go through the student information system (AUSIS). Blackboard is just a course presentation system and is not Air University's system of record. AUSIS is hard-coded and CANNOT advance you to the next course until it receives your previous course grade from Blackboard.

2.2.2. COURSE WITHDRAWAL

For Facilitated Courses students must withdraw prior to the course start date. Requests to withdraw or drop on or after the course start date will be considered as a course termination, all unfinished/remaining assignments will be graded out with zeroes as the course progresses, and the final course grade will be an

Unsatisfactory. Students will remain in the course until the course end date. Exceptions to policy will be granted by the Director of Student Services on a Case by Case Basis.

2.2.3. PROGRAM WITHDRAWAL

To withdraw from the program, submit a trouble ticket to Student Services at <http://www.aueducationsupport.com/> providing the following information:

1. Full Name/Rank: (Include middle initial and last 4 of SSN#)
2. Effective Date of Withdrawal (e.g. Actual date of request)
3. Course(s) Currently Enrolled (ALC) and Section Number
4. Service component: (Active Duty, Guard, Reserve and Service, if other than Air Force)
5. Reason for withdrawing from the program
6. Do you currently possess a Master's degree or higher? (YES/NO)
7. Have you completed your IDE by any other method? (YES/NO)
8. Were you identified as an IDE select when promoted to O-4? (YES/NO)

2.3. STANDARDS

2.3.1. GRADING

Self-Paced: In DL 6.0 Self-Paced courses, students are assessed through progress checks, computerized Interactive Learning Activities (ILAs) and exercises (in the joint warfare courses). The student must pass each progress check and/or assessment with at least an 80% and successfully complete each ILA and exercise to successfully complete the course.

Applied: Standardized rubrics (scoring tools for subjective assessments) are provided to all ACSC course instructors teaching in the DL 6.0 Applied Courses to provide a standardized feedback format to each student and to ensure common learning outcomes are understood and obtained. Students can view a course's grading rubric(s) in the course content area in Blackboard®.

Students are graded on the scale as outlined in Figure 2 below. The applied course weights towards the overall program grade are as follows: Applied National Security – 15%; Applied Leadership and Command – 25%; Applied Warfare – 25%; Applied Joint Warfare – 35%.

Grade	Approximate Value
Outstanding 96 - 100	Perfect or nearly perfect work. Demonstrates an exceptional level of understanding and a superb mastery of the learning outcomes. Quality of content, organization and critical analysis are clearly superior. Superb analysis and application of course concepts.
Excellent 90 – 95.99	Demonstrates a high level of understanding and mastery of the learning outcomes. Quality of the assignment is original and innovative. Effective analysis and application of course concepts.

Satisfactory 75 – 89.99	Demonstrates an acceptable understanding of the concepts denoting mastery of the learning outcomes. Fully satisfactory. The assignment is logical, factual, well supported and covers the main points.
Unsatisfactory 0 – 74.99	The level of understanding is not sufficient for meeting desired objectives. Well below fully satisfactory. Improper or incorrect documentation. Inadequate critical analysis and support. Cheating, plagiarism or violations of academic integrity.
PLEASE NOTE:	Anyone who receives a final grade of “Unsatisfactory” in an applied course must retake the course. The maximum score the student can earn in the repeated class is a “Satisfactory”.

Figure 2

2.3.2. GRADE APPEALS

Course Instructors (CIs) assign a grade to each assessment according to the student’s demonstrated mastery of the objectives being evaluated. CIs submit compiled grades for their course(s) via Blackboard® during the grade-submission window. Students who wish to obtain further explanation or review of a grade may initiate an appeal through their CI (see Attachment 1 for Grade Appeal form). Students must wait at least 1 business day after grades are posted before initiating a grade appeal and have up to 3 business days to initiate an appeal. After 3 business days, no student may begin a grade appeal. In the event the CI is unavailable, students should initiate their grade appeal with the applicable Course Director (CD). Documented evidence must be submitted to support an appeal and must accompany the Grade Appeal Application Form (see Attachment 1). CIs/CDs will review appeals for grade changes and respond to students within 2 working days of receipt of the Grade Appeal Application Form and documented evidence. A second appeal is permitted with additional justification and is forwarded to the Curriculum Department Chair (or equivalent) for review after being coordinated through the CI and CD. Appeals are only accepted for individual graded assignments. There is no appeal for final course grades.

Assignment grades are reviewed by the Dean and faculty to ensure objectivity and close adherence to program standards. The Dean is the final approval authority for final course grades. Once approved, the grades are made available to students via the AU Portal, subject to the results of any grade-appeal process.

2.3.3. ADMINISTRATIVE SUSPENSION

If a student signs up for an applied course and then does not attend or satisfactorily complete the course, the student will receive an UNSATISFACTORY grade. Upon receiving 4 UNSATISFACTORY grades in the program, the student will be placed on administrative suspension. A suspended student must petition to be reinstated by submitting a letter of request, endorsed by his or her squadron commander (or equivalent), and addressed to the Dean, eSchool of Graduate PME explaining any extraordinary circumstances that justified the performance which resulted in the unsatisfactory grades. The commander's endorsement must include a statement that he/she has counseled the individual on the importance of taking these Applied courses seriously, to avoid wasting the money that the government spends for these courses.

Students who are suspended will not be readmitted into the program until this is accomplished. If a readmitted student receives another UNSATISFACTORY grade, the level of endorsement goes up to the first O-6 (or equivalent) in the student's chain of command and the Dean, eSchool of Graduate PME may consider permanently dismissing the student from the program. Note: A student may withdraw from a course prior to the course start date without penalty.

2.3.4. TRANSCRIPTS

You may request a copy of your official transcript through the Air University Registrar's Office. The Registrar is the sole office responsible for creating and forwarding transcripts in response to student and academic institution requests. The Registrar also serves as the AU liaison to Educational Service Officers worldwide.

Program Transcripts: The Registrar will furnish a transcript upon receipt of your written request. The request can also be made by accessing the education support website at <http://www.aueducationssupport.com> and selecting "AU Transcript Request" from the top menu bar.

2.4. PROFESSIONAL BEHAVIOR

ACSC expects its students, as professionals, to be fully committed to their personal and professional development and to take full advantage of their admission to the DL 6.0 Program.

Student conduct that disrupts the successful achievement of the AU mission is intolerable. Students whose unprofessional or inappropriate behavior disrupts class activities may be subject to disciplinary action, ranging from a reduction in the course grade to permanent dismissal from the program. ACSC online instructors and staff members determine what is and is not acceptable conduct. Instructors noting incidents of this type will notify the Director of Student Services for inquiry and action. Any student who is undergoing review board or investigative proceedings related to unprofessional conduct or academic misconduct may be placed in an administrative hold status. While in this status, the student will not be allowed to enroll in any courses until the proceeding is fully resolved and a course of action is determined.

2.4.1. ATTENDANCE

The Distance Learning 6.0 Program is conducted asynchronously, so while "attendance" is mandatory, students may "attend" at the time and place of their choosing. In the Applied Courses, there are no specified times during the day when students must be active in the course. However, students are expected to meet minimum participation requirements in all class activities and complete all class assignments by the assignment due date.

2.4.2. ACADEMIC FREEDOM

The DL 6.0 courseware includes candid lectures and articles from senior leaders across the Department of Defense as well as speakers from US Government agencies and from the civilian sector. These presenters consent to distribute their presentations because they are assured their comments will be shared only among ACSC students, instructors, and staff. Students in the DL 6.0 program share an important responsibility with their resident colleagues at Maxwell – protecting the confidentiality of these speakers' presentations. To meet this responsibility, all students must adhere to academic freedom

and non-attribution policies as described in AU Instruction 36-2608, *Academic Freedom* available at [http://static.e-publishing.af.mil/production/1/au/publication/au36-2608/au36-2608.pdf](http://static.e-publishing.af.mil/production/1/au/publication/aui36-2608/au36-2608.pdf). It is important to note that students are not allowed to attribute any materials contained in the courseware to persons or entities outside of ACSC without permission from AU. Similarly, students shall respect the contributions of classmates and guests who might participate in their online sessions. Explanatory notes on AU's academic freedom policy follow:

1. Academic freedom allows students, guest speakers, contributing authors, and participants in established classes to state opinions openly and to support or challenge ideas without concern their remarks will be attributed to them.
2. Non-attribution facilitates the free expression of opinions and ideas and allows for professional disagreements within the context of an academically stimulating environment. Essentially, non-attribution means not associating specific comments, ideas, opinions, or conversations with specific individuals.
3. Although individuals may debate relevant issues, academic freedom must be tempered by good judgment to refrain from making offensive remarks, unfounded opinions, or irresponsible statements either verbally or in writing. Offensive remarks or irresponsible statements include comments disparaging any person's race, color, national origin, ethnic group, religion, or sex. Offensive remarks or irresponsible statements – whether oral or written – simply will not be tolerated.

Individuals who violate the academic freedom policy are subject to adverse administrative and/or disciplinary actions as described in AUI 36-2608, *Academic Freedom*.

2.4.3. ACADEMIC INTEGRITY

Integrity is a cornerstone of the military profession and permeates every aspect of military service. Within this academic environment, integrity is important to ensure graduates are skilled in the areas prescribed by joint and Air Force directives and to preserve the validity of the DL 6.0 assessment program. AU Instruction 36-2609, *Academic Integrity* defines academic integrity as “uncompromising adherence to a code of ethics, morality, conduct, scholarship, and other values related to academic activity.” Every student enrolled in DL 6.0 is responsible for adhering to this standard. Students are warned that having knowledge of a violation and failing to report it is also a violation of academic integrity.

Students who violate the Air University (AU) academic integrity policy are subject to sanctions imposed by AU. These sanctions can affect student credit for completed work as well as a student's eligibility for future PME and academic opportunities.

Collaboration and discussion in the online environment among students in the same seminar are highly encouraged, but each student is expected to do his/her own work. It is a breach of integrity to use, receive, or give work to another student outside of a particular course.

2.4.3.1. ORIGINAL WORK

Student work submitted for grade must be composed solely by the student (or identified group of students for a group assignment) except where clearly documented in accordance with citation requirements, and it must be composed specifically for the current assignment. **No work previously submitted in any ACSC course, or elsewhere, will be resubmitted or reformatted, in whole or in**

part, for submission in a current assignment without prior written approval of the course instructor. Additionally, students are prohibited from using the work of other students (current or former) in any way, to include the formulation of ideas or outlines, to complete assignments.

The act of appropriating, or stealing, the literary composition of another, or parts or passages of another's writings, ideas or language, and passing them off as one's own work constitutes plagiarism. Every student must ensure quotations or paraphrased passages are properly cited within any written work submitted.

To assist students and instructors in identifying potential acts of plagiarism, the ACSC DL 6.0 Program uses SafeAssign®. This commercial tool identifies areas of written work that require proper sourcing. In their orientations, students and instructors complete a short tutorial that explains how to use this valuable tool. ACSC/DL policy allows students to submit their work to SafeAssign® at least once prior to submitting it through SafeAssign® to their CIs for grading. All essay and paper assignments are required to be submitted through SafeAssign®.

2.4.3.2. CHEATING

The act of giving or receiving improper assistance such as, but not limited to:

- Uploading and/or downloading study aids or notes (also known as “dirty purples,” “gouge,” or “the pony”) to or from websites; or providing or receiving such notes via any other method
- Copying material from another's assessment
- Using notes and issued materials, or other references not authorized for use during an assessment, or other assigned work
- Knowingly permitting another to copy work or presentation materials, or excerpts/ideas/answers from an assessment
- Collaborating with other persons on individual assignments, except as permitted
- Sharing study materials or any assessment information after completing an assessment. This is to preserve the integrity of the assessment and ensure that all students have an equal opportunity at success in the program.

Cheating is a violation of academic integrity standards. Further, unauthorized discussion, disclosure, or possession of distance learning assessment materials constitutes a violation of Article 92 of the UCMJ. Unless instructed otherwise by an ACSC distance learning faculty or staff member, distance learning assessment materials may be discussed only with CIs and ACSC/DL personnel.

Individuals who violate the academic integrity policy are subject to adverse administrative and or disciplinary actions as described in AETC Instruction 36-2909.

2.4.4. EQUAL OPPORTUNITY AND TREATMENT

2.4.4.1. SEXUAL HARASSMENT

As a military institution, AU upholds the highest standards of professional and personal conduct at all times. Individuals must be treated with dignity and respect. Any form of sexual discrimination or mistreatment will not be tolerated.

Sexual harassment is forbidden and beneath the dignity of military officers and civilians.

AU's goal is to maintain an environment free from sexual harassment. No one may make comments, remarks, or take actions of a sexual nature that might offend others. Such remarks are NOT protected by Academic Freedom. In addition to not engaging in this behavior themselves, students, CIs, and staff share an obligation to inform others if they are aware of comments, remarks, or actions that are offensive.

2.4.4.2. TOLERANCE AND DIVERSITY

Ethnic or racial jokes, slurs, or mistreatment are discriminatory, are not acceptable, and will not be tolerated at AU. This applies to all communications, spoken or written. As with sexual harassment, this behavior is NOT protected by Academic Freedom, and anyone aware of such behavior is responsible for reporting it to proper authorities.

2.4.5. ELECTRONIC MAIL AND THREADED DISCUSSION DECORUM

Students are expected to use common sense and good judgment when using Blackboard's® message system, discussion boards, forums, and Help Ticket programs. . *Note: for documentation purposes, messages (including any associated attachments/files) and all threaded discussion transmissions are automatically monitored, tracked, recorded, and archived.*

The Discussion boards, message system and Help Ticket programs are not the correct forum for venting grievances or complaints. Students have the ability to provide suggestions for improvements to administrative, programmatic, or curriculum-related policies, procedures, or other DL program-related issues using student surveys (see 4.4).

2.4.5.1. CHAIN OF COMMAND

In DL 6.0 Applied Courses, the CI is the primary focal point for all student matters. Students are instructed not to circumvent their chain of command by communicating directly with higher levels without first coordinating with their CI. If the CI is the problem, students should contact the Director of Student Services.

2.4.5.2. OFFICIAL VERSUS PERSONAL COMMUNICATION

Blackboard's® message system is for official communication only. DL 6.0 instructors, staff, and students are restricted from using this system for personal gain (i.e., advertising for sale of goods or services, etc.) or for personal communications unrelated to the educational program for which it was purchased.

2.4.6. FRATERNIZATION AND UNPROFESSIONAL RELATIONSHIPS

Relationships are deemed unprofessional, whether pursued on- or off-duty, when they detract from the authority of superiors or result in, or reasonably create the appearance of, favoritism, misuse of office or position, or the abandonment of organizational goals for personal interests. Fraternization is an aggravated form of unprofessional relationship and is recognized as a violation of Article 134 of the UCMJ. Air Force Instruction (AFI) 36-2909, *Professional and Unprofessional Relationships*, provides specific guidance related to training and educational situations. Specific to the academic environment, AF policy advises against any personal relationships between CIs and students in a professional

military education environment.

2.4.7. INFORMATION PROTECTION

2.4.7.1. COPYRIGHTED MATERIAL

Do not reproduce these documents in whole or in part without permission from the Spaatz Center, Education Support Squadron, and Production Department. Dissemination of copyrighted material is not authorized (i.e., selling the material, providing material to a commercial company for use). All copyrighted material conforms to the copyright laws of the United States and may not be further reproduced in whole or in part without the express permission of the copyright holder.

2.4.7.2. PRIVACY OF INFORMATION

The Privacy Act imposes civil and criminal penalties for disclosing personal information from a "system of records" to someone not entitled to that information. "Systems of records" include personnel records, medical records, and other official records that are retrieved by an individual's name, social security number, or other personal identifier. Therefore, the use of Blackboard's® message system to distribute home addresses, home telephone numbers, number and sex of dependents, home of record, age, date of birth, and other personal information without first getting the consent of the subject is prohibited. If consent is requested and received, it is important to ensure any electronic correspondence reflects the fact that approval was received from the subject. Posting your own information implies your consent; this does not extend to family members – their consent must be documented and stated.

2.4.7.3. FOREIGN DISCLOSURE OF INFORMATION

Air Force Policy Directive 16-2, *Disclosure of Military Information to Foreign Governments and International Organizations*, states that disclosure of information, documents, or training materials to foreign governments or international organizations is not allowed unless approved by the Secretary of the Air Force/International Affairs Disclosure (SAF/IAD) section. In accordance with this policy, ACSC educational materials (including syllabi, instructional narratives, multimedia presentations, and all interactive communications that are part of the DL 6.0 Program) may not be distributed to foreign visitors without expressed approval coordinated through SAF/IAD via ACSC/DL and the AU Foreign Disclosure Office. Refer inquiries on such information or documents to your CI who will submit a request for approval through the Director of Student Services to AU and SAF/IAD.

2.4.7.4. INFORMATION SECURITY IN PROFESSIONAL PAPERS

Student papers and reports must be written at the unclassified level. In some cases, a compilation of unclassified sources could result in a classified report/paper. If a student has doubts as to whether information is classified or releasable, they are instructed to contact a USAF security manager prior to uploading the document onto the Blackboard® system. **In no instance** will students place information on the ACSC DL 6.0 Blackboard® website that has the

potential to be classified or could be of possible intelligence value. This includes sensitive or restricted types of information such as “For Official Use Only” information and proprietary information.

3. RESOURCES

3.1. INFORMATION AND LIBRARY SERVICES

Air University's Muir S. Fairchild Research Information Center (the “MSFRIC” – also known as the Air University Library) promotes the use of library technology and resources, teaches library research classes, and provides access to a variety of library resources. Students can access a variety of MSFRIC services online by selecting the “RESOURCES” tab in the upper right corner of the Blackboard® browser page. Dedicated reference librarians are available to assist students with research needs. Also, reference assistance is obtained by contacting these librarians at the email address and/or phone number that appears on the ACSC Resources web page (<http://fairchild-mil.libguides.com/acsc>).

3.2. WRITING RESOURCES

There is a substantial amount of writing required in the DL 6.0 program. For writing assistance, self-paced writing guides and tutorials are provided in the Student Orientation and Introduction (ORIN) Course as well as under the Resources Tab located on the DL 6.0 Blackboard® homepage.

4. STUDENT SUPPORT – INTERACTION WITH INSTRUCTORS AND STAFF

4.1. COURSE INSTRUCTORS IN APPLIED COURSES

CIs are the leaders in the online classroom environment. Credentialed experts in their fields of study, they are selected, trained, and assigned to:

- Provide clarification and assistance to students
- Help students achieve desired levels of learning
- Assess student performance
- Provide substantive, qualitative feedback to improve both student performance and the program itself
- Personally observe students' online “classroom” interaction, helping them to meet course requirements while maintaining a supportive, professional online learning environment
- Be solely responsible for instruction and student evaluation, but consult with appointed academic advisors to assist students placed on academic probation
- Assist or refer students to Student Services for help with administrative matters

CIs provide specific guidance for their classes; however, the information in the ACSC DL 6.0 Handbook applies to all courses and students in the program.

4.2. STUDENT REGISTRATION SYSTEM

Students are required to ensure their contact information (contained in the student registration system database) is kept current. Students can initiate changes to their contact information using the AU Portal at <https://auportal.maxwell.af.mil/>.

4.3. STUDENT SERVICES AND TECHNICAL SUPPORT

Throughout this course you may require assistance on a variety of issues. As a general rule, your primary point of contact will be Student Services for all self-paced courses and your CI for all Applied Courses.

You can reach your CI via e-mail or through the Blackboard® Course Messaging system. Your instructor will establish clear expectations for communications early in the course.

If you experience technical issues, issues with course content, or any other problems your instructor cannot help you with, or if you have questions regarding enrollment, dis-enrollment, program eligibility, grades, or withdrawing from a course, contact ACSC Student Services by opening a help ticket with the AU Education Support Center (<http://www.aueducationsupport.com/ics/support/ticketnewwizard.asp?style=classic>). Enter your contact information and ticket description. Fill out the "Ticket Description" as described below and click "finish" when complete. Note: ACSC does not handle issues pertaining to the Air Force Portal.

- User Type: Current Student
- Organization: eSchool of GPME
- Program: Select the program you are enrolled in
- Course: Select the course you are currently enrolled in
- ACSC Request Type: Student Services
- Request Type Detail: Select appropriate response
- Problem Details: Provide as complete a description as possible of the problem/issue you are having. As stated previously in this handbook, ACSC does not tolerate unprofessional or inappropriate behavior. When corresponding with Student Services, offensive or insensitive remarks – whether oral or written – simply will not be tolerated.

4.4. SURVEYS

Surveys come in 3 forms: End-of-Lesson, End-of-Course, and End-of-Program. At the end of each lesson, course, and upon completion of the entire program, students have an opportunity to provide feedback on the course content (including assessments), instructor, student services, and technical support. Candid and constructive comments are used to improve the DL 6.0 program.

4.5. STUDENT RIGHTS

Over and above any rights of appeal or filing of grievances and complaints as described in previous sections of this student handbook, any AU student has a right to appeal adverse actions taken against him/her by following the appropriate course of appeal as described in the Air University Catalog, available at <http://www.au.af.mil/au/catalogs.asp>.

ATTACHMENT 1 - GRADE APPEAL APPLICATION FORM

AIR UNIVERSITY DISTANCE LEARNING 6.0 PROGRAM

Students wishing to appeal a grade issued by their instructor must first confer with the instructor by phone or through messages system in Blackboard® and attempt to resolve the dispute informally. This must be done after a 24-hour "cooling off" period after the instructor posts the grade. No appeal may be initiated after three working days and **only graded assignments may be appealed**. Following this conference, if the issue remains unresolved, the student may appeal the grade using the process described below.

Documented evidence must be submitted to support an appeal. The documented evidence will be a concise written summary of the student's position, including relevant facts, desired resolution, arguments supporting the desired solution, and relevant supporting documentation. The evidence should be attached to the Grade Appeal Application Form, be no more than two pages, and e-mailed/faxed to the instructor. **Note: The burden of proof in a grade dispute lies with the student.**

The instructor will review the student's appeal, provide comments, and submit it to the Course Director for adjudication within 24 hours of receipt. The Course Director will respond to the student and instructor by Email within three working days of receipt of the submission, providing a decision and brief justification.

I, _____, (Last 4 of SSN #) _____, have informally discussed the disputed grade with my instructor and am not satisfied with the resolution. Therefore, I am submitting a formal appeal for review by my instructor and for final decision by the Department Chair (or equivalent). I understand the resulting grade may be lower, higher, or remain the same and that the Department Chair's (or equivalent) decision is final.

Course name and section: _____

Instructor name: _____

When course was taken: _____ Grade received: _____ Grade sought: _____

Student Signature _____ Date: _____

(Typed Name and attached request to ACSC DL from instructor's personal Email account is acceptable in lieu of signature)

Date/Time Appeal Received by Instructor: _____ Instructor initials _____